

## Exhibit 300: Capital Asset Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview & Summary Information

**Date Investment First Submitted:** 2011-09-16  
**Date of Last Change to Activities:** 2012-08-31  
**Investment Auto Submission Date:** 2012-02-29  
**Date of Last Investment Detail Update:** 2012-02-29  
**Date of Last Exhibit 300A Update:** 2012-08-31  
**Date of Last Revision:** 2012-08-31

**Agency:** 028 - Small Business Administration      **Bureau:** 00 - Agency-Wide Activity

**Investment Part Code:** 02

**Investment Category:** 00 - Agency Investments

**1. Name of this Investment:** OCIO: IT Infrastructure

**2. Unique Investment Identifier (Ull):** 028-000007008

#### Section B: Investment Detail

- 1. Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

The U.S. Small Business Administration (SBA) Information Technology (IT) Infrastructure investment provides the IT framework to support SBA's mission of helping Americans grow businesses and create jobs by providing resources and tools, access to capital; opportunities in Federal contracting; access to entrepreneurial education; and disaster assistance for businesses, non-profit organizations, homeowners, and renters. The investment has three major projects: Unified Communication, SBA IT Framework Modernization, and Mobile Services. The Unified Communications project will connect people, information, with a modern telecommunications framework that includes LAN/WAN (Networx), Voice-over-IP (VOIP), Instant Messaging and Wireless. The SBA IT Framework Modernization and Cloud Computing project will improve SBA's datacenter services by reducing the number of datacenters, providing a common application platform, establishing data warehousing with business intelligence, and modernizing end-user and server hardware and software. In addition, the SBA is working with a Federal partner in establishing a cloud computing environment to include infrastructure hosting and infrastructure as a managed service. The SBA IT Framework Modernization project has been aligned to support the "25 Point Implementation Plan to Reform Federal Information Technology Management by shifting to a "Cloud First" policy and standing up contract vehicles for Infrastructure as a Service solutions. Lastly, the Mobile Services project will establish a mobile application framework,

cloud computing, remote access and email modernization. All other investments will rely on the IT Infrastructure Consolidated Investment for their success.

**2. How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

The IT Infrastructure investment directly supports the SBA's strategic goal in building the needs of today's and tomorrow's small businesses. This will be accomplished by the following objectives: 1. Improve the customer experience through online tools and resources and ongoing simplification of SBA's process; 2. Continue to improve sba.gov to ensure a more user-centric, streamlined experience for SBA's customers; 3. Provide a small business gateway that enables small businesses to connect with needed resources and answers in a way that continues to save them time; 3. Release high-value data sets that are relevant to small businesses. 4. Invest in online and mobile resources to support our mobile and remote workforce.; and 5. Implement Customer Relationship Management Technologies to yield usable customer information.

**3. Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

In Fiscal Year 2011, SBA transitioned all voice and data connections over to the GSA Networx contract. This will result in substantial savings in our communications costs in fiscal year 2012 for same services. In addition, SBA's Customer Relationship Management system has moved to a steady-state phase. SBA also kicked off the Unified Communications initiative and rolled out Microsoft Lync that include instant messaging, voice and video conferencing to all desktops and laptops. Throughout 2011, SBA reduced the data center footprint of our servers by virtualizing approximately 100 servers in FY 2011. This will result in savings in server, maintenance, power, and cooling costs. Additionally, SBA converted Surety Bond Guarantee from JBoss to Oracle and modified the annual 1098 processing cycle to limit mailings to individual's paying mortgage interest only. Due to a congressional mandate, the Woman Owned Small Business application was deployed.

**4. Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

SBA has several projects planned for the current year and budget year. The accomplishments will occur within the following three projects: Unified Communications, SBA IT Framework Modernization, and Mobile Services. In the Unified communications project, SBA will be implementing wireless networks in 19 regional offices, customer service centers and headquarters. In addition, the agency will be transitioning selected sites to Voice-over-IP. In the SBA IT Framework Modernization project, SBA plans to reduce the number of data centers from four to three in Fiscal Year 2011, and from three to zero by the end of fiscal year 2015. SBA will establish data warehouse and business capability technologies and continue to update our end-user and server hardware and software through lifecycle refresh and installing Windows 7 on desktops. SBA is also implementing the Common Application Support Environment using Customer Relationship Management technologies build on a Microsoft platform in fiscal year 2012. SBA is also planning on retiring the mainframe

infrastructure platform currently being maintained at a commercial facility. SBA is working with a Federal partner in establishing a cloud computing environment to include infrastructure hosting and infrastructure as a managed service. Lastly, the Mobile Services project will establish a mobile application framework by implementing a common mobile platform for SBA and developing mobile applications. SBA is also modernizing its email offering by migrating to Exchange 2010 and integrating enhanced mobile email offerings to mobile platforms. SBA will be deploying a Business Intelligence and Reporting Services platform.

- 5. Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-08-08

## Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding

	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	\$0.0	\$0.0	\$0.1	\$0.0
DME (Excluding Planning) Costs:	\$0.0	\$0.0	\$12.8	\$15.4
DME (Including Planning) Govt. FTEs:	\$0.0	\$0.0	\$2.8	\$2.3
Sub-Total DME (Including Govt. FTE):	0	0	\$15.7	\$17.7
O & M Costs:	\$0.0	\$0.0	\$31.6	\$38.3
O & M Govt. FTEs:	\$0.0	\$0.0	\$1.9	\$2.0
Sub-Total O & M Costs (Including Govt. FTE):	0	0	\$33.5	\$40.3
Total Cost (Including Govt. FTE):	0	0	\$49.2	\$58.0
Total Govt. FTE costs:	0	0	\$4.7	\$4.3
# of FTE rep by costs:	0	0	31	31
Total change from prior year final President's Budget (\$)		\$0.0	\$22.6	
Total change from prior year final President's Budget (%)			84.77%	

2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

## Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy

Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value (\$M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded		<a href="#">SBAHQ07C0009</a>									
Awarded		<a href="#">SBAHQ07C0011</a>									
Awarded		<a href="#">SBAHQ07C0014</a>									
Awarded		<a href="#">SBAHQ10M0349</a>									
Awarded		<a href="#">SBAHQ07F0040</a>									
Awarded		<a href="#">SBAHQ08A0043 /T0001 (SRA –LMAS Hosting)</a>									
Awarded	7529	<a href="#">HHSN31600027</a>									
Awarded		<a href="#">SBAHQ06C0006</a>									
Awarded		<a href="#">SBAHQ07M0407</a>									
Awarded		SBAHQ10R0017									
Awarded		<a href="#">SBAHQ07M0411</a>									
Awarded		<a href="#">SBAHQ10M0349</a>									

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:



## Exhibit 300B: Performance Measurement Report

### Section A: General Information

**Date of Last Change to Activities:** 2012-08-31

### Section B: Project Execution Data

**Table II.B.1 Projects**

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
17190	PROJ: ITI MSSS UnisysBridge	This project is the contingency for the Unisys contract.			
17191	PROJ: ITI MSSS Hosting	Provide acquisition, implementation, and hosting services for new hardware and software, as well as ongoing operations and maintenance of the LMAS-IIP environment and architecture.			
17192	PROJ: ITI MSSS MigrateSybase	Migrate the SBA Office of Chief Financial Officer's (OCFO's) Denver financial systems from their current Sybase environment to the agency standard Oracle environment.			
29472	PROJ: Wireless Modernization	Provide an enterprise wireless solution for SBA. Phase one will include SBA HQ and 9 regional offices. Phase 2 will include the Denver office and the servicing centers.			
29473	PROJ: Domain Authentication	This project will consist of testing and configuring a solution to implement the 802.1x protocol at			



Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost (\$M)
		SBA and satisfy an OIG Audit finding. To accomplish this, a Network Access Control (NAC) solution will be procured to provide real time monitoring of the SBA network as well as provide the ability for all devices on the network to authenticate to the Small Business Administration's (SBA) domain. Devices that fail to authenticate to the domain will not be issued an IP address and will not be able to access the SBA's network.			
29474	PROJ: Data Center Consolidation	The SBA Federal Data Center Consolidation project team has a single goal: reducing the number of agency data centers from four to zero by Fiscal Year 15.			
29772	PROJ: Mobility Applications FY 2012 DME	The mobility project will enhance access to critical internal resources by extending the existing infrastructure to support mobile devices.			
29780	PROJ: Backup Consolidation - FY12	The Backup Consolidation Project includes assessing the current methods and locations of data storage protocols for the purpose of identifying more efficient and cost effective tools and processes.			
36632	PROJ: OCIO IT Support Services Acquisition	This project captures the planning and acquisition activities related to the OCIO IT Support Services contract. Upon contract award, this project's activities will transition into its Operations and Maintenance phase.			

## Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M )	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
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## Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities (\$M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance (\$M )	Cost Variance (%)	Total Planned Cost (\$M)	Count of Activities
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17190 PROJ: ITI MSSS  
UnisysBridge

17191 PROJ: ITI MSSS  
Hosting

17192 PROJ: ITI MSSS  
MigrateSybase

29472 PROJ: Wireless  
Modernization

29473 PROJ: Domain  
Authentication

29474 PROJ: Data Center  
Consolidation

29772 PROJ: Mobility  
Applications FY 2012  
DME

29780 PROJ: Backup  
Consolidation - FY12

36632 PROJ: OCIO IT  
Support Services  
Acquisition

## Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days )	Schedule Variance (%)
17191	PROJ: ITI MSSS Hosting - Contractor FY 2011 QTR 1	Contractor Support FY 2011 QTR 1	2011-01-31		2011-09-02	123	-214	-173.98%
17191	PROJ: ITI MSSS	Contractor Support	2011-03-31		2011-03-31	58	0	0.00%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days )	Schedule Variance (%)
	Hosting - Contractor FY 2011 QTR 2	FY 2011 QTR 2						
29472	PROJ: Wireless Modernization - Analysis	Analysis	2011-05-13		2011-08-29	25	-108	-432.00%
17191	PROJ: ITI MSSS Hosting - Contractor FY 2011 QTR 3	Contractor Support FY 2011 QTR 3	2011-06-30		2011-06-30	90	0	0.00%
17191	PROJ: ITI MSSS Hosting - Rational License Renewal (Provista)	Rational License Renewal (Provista)	2011-09-28		2011-09-28	1	0	0.00%
17191	PROJ: ITI MSSS Hosting - Contractor FY 2011 QTR 4	Contractor Support FY 2011 QTR 4	2011-09-30		2011-10-14	91	-14	-15.38%
17191	PROJ: ITI MSSS Hosting - Oracle License Support Renewal (Part 1)	Oracle License Support Renewal (Part 1)	2011-09-30		2011-09-30	123	0	0.00%
29472	PROJ: Wireless Modernization - Design	Design	2011-10-26		2012-06-21	170	-239	-140.59%
17191	PROJ: ITI MSSS Hosting - Hosting Equipment Buyout	Hosting Equipment Buyout	2011-10-31		2011-10-31	31	0	0.00%
29772	PROJ: Mobility Applications FY 2012 DME - Hardware	Procurement of mobile devices	2011-12-30		2011-10-12	88	79	89.77%
29472	PROJ: Wireless Modernization - Implementation	Implementation	2012-01-11		2012-08-23	41	-225	-548.78%
17192	PROJ: ITI MSSS MigrateSybase - Migration Assessment	Migration Assessment	2012-01-24		2012-01-24	46	0	0.00%
17192	PROJ: ITI MSSS MigrateSybase - Denver Site	Denver Site	2012-03-30		2012-03-30	100	0	0.00%
29473	PROJ: Domain	Deployment of	2012-04-11		2012-05-31	112	-50	-44.64%

Key Deliverables								
Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days )	Schedule Variance (%)
	Authentication - Execute	solution						
29473	PROJ: Domain Authentication - Close	Conclusion of project	2012-04-20	2012-09-17		121	-150	-123.97%
17191	PROJ: ITI MSSS Hosting - Oracle License Support Renewal (Part 2)	Oracle License Support Renewal (Part 2)	2012-05-29		2012-05-29	239	0	0.00%
17192	PROJ: ITI MSSS MigrateSybase - DB Module Migration Part 1	DB Module Migration Part 1	2012-06-06	2012-08-09		173	-86	-49.71%
17192	PROJ: ITI MSSS MigrateSybase - Site Support and Maintenance Part 1	Site Support and Maintenance Part 1	2012-06-29	2012-07-13		109	-63	-57.80%
17192	PROJ: ITI MSSS MigrateSybase - Virginia and California Sites Hardware and Software	Virginia and California Sites Hardware and Software	2012-08-31	2012-08-31		179	0	0.00%
17192	PROJ: ITI MSSS MigrateSybase - DB Module Migration Part 2	DB Module Migration Part 2	2012-09-04	2012-09-04		187	0	0.00%
17192	PROJ: ITI MSSS MigrateSybase - Site Support and Maintenance Part 2	Site Support and Maintenance Part 2	2012-11-06	2012-11-06		127	0	0.00%

## Section C: Operational Data

Table II.C.1 Performance Metrics

Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Percent of incoming calls to IT Service Desk resolved on first call	%	Mission and Business Results - Support Delivery of Services	Over target	45.000000	50.000000	88.000000	89.000000	Monthly
Improve response time of SBA's Telecommunication infrastructure	milliseconds	Process and Activities - Cycle Time and Timeliness	Under target	10.000000	5.000000	49.000000	50.000000	Monthly
Maintain a Customer service rating over 85%	%	Customer Results - Customer Benefit	Over target	70.000000	85.000000	72.000000	85.000000	Quarterly
System and network monitoring	%	Technology - Reliability and Availability	Over target	95.000000	96.000000	99.500000	99.700000	Semi-Annual
Prevent security breaches	#	Technology - Effectiveness	Over target	0.000000	0.000000	0.000000	0.000000	Monthly
Implement mobile technology to the agency	% of agency utilizing mobile technology.	Technology - Effectiveness	Over target	0.000000	0.000000	0.000000	25.000000	Semi-Annual
Consolidate SBA Data Centers	#	Mission and Business Results - Support Delivery of Services	Under target	4.000000	4.000000	4.000000	2.000000	Semi-Annual
Number of Users with Mobile Devices	#	Technology - Reliability and Availability	Over target	0.000000	0.000000	0.000000	25.000000	Semi-Annual
Number of infrastructure technologies being evaluated	#	Technology - Information and Data	Over target	0.000000	0.000000	0.000000	1.000000	Semi-Annual
Number of customer satisfaction surveys disseminated to mobile app users	#	Customer Results - Customer Benefit	Over target	0.000000	0.000000	0.000000	60.000000	Semi-Annual